

# Élan Limousine Service, LLC:

## Policies & Procedures

**RESERVATIONS:** Our reservations are 100 percent automated and can be done any time online. We pride ourselves to always have a live reservationist available to you by phone. We are available to assist you 24 hours a day 7 days a week. Call us: (317) 918-1660

**CHANGES TO RESERVATIONS:** Changes are made by calling our office and speaking with a reservationist. Once you confirm the original reservation, you will be asked to provide the updated details for your reservation. If you are changing on short notice, we will do our best to accommodate your request. If we are unable to accommodate your request due to availability, you can keep the original reservation or cancel the reservation.

**CANCELLATION POLICY:** A credit card is required to make a reservation. Any airport reservation canceled within a three (3) hour period of the scheduled pick-up time will be subject to a full charge for the quoted price including Base Rate, Chauffeur Gratuity, and any accumulated expenses. Any reservation for our limousine or mini-bus that is cancelled within a one week (7 days) of the scheduled pick-up time will be subject to a full charge of the hourly rate for the required minimum hours that was agreed upon at the time of booking less the deposit. By booking a limousine you agree to this cancellation policy. Exceptions are only made due to extreme weather conditions resulting in flight cancellations or the inability to traverse the roads. Exceptions made only by manager's approval.

**DEPOSITS:** Yes, however the deposits may vary depending on the type of reservation being booked as well as the nature of the occasion. Example: Proms, bachelor and bachelorette as well as beer and wine tours are required reservations and occasions where a deposit would be required. Your reservation specialist will be happy to go over these requirements.

**AIRPORT ARRIVALS:** We constantly monitor the flight arrival information that you provide to us. Please call our office as soon as possible if there is a change in your flight information. Your chauffeur will meet you upon arrival at the bottom of the escalators in baggage claim. Just look for your chauffeur holding an "Élan Limousine" sign with your First initial and last name. In addition, all of our chauffeurs are dressed in Black or Dark Gray Dress Slacks / Skirts and matching Vest with Dark Burgundy, Dark Blue, or Dark Gray Dress Shirts and ties to make us easy to find.

**Indianapolis International Airport:** Our vehicles are only allowed to drop off on upper level for departing flights, and must park in the ground transportation area that is designated by the airport authority for arriving flights.

**WAITING TIME CHARGES: Airport:** There will be no charge for waiting time if you meet the driver within the first 30 minutes after the touchdown of all domestic flights or within the first 45 minutes after touchdown of all international flights. Once the grace period has passed, waiting time will be charged by the vehicle's hourly rate, rounding up in half-hour increments starting from the actual landing time.

**Non-Airport:** There will be no charge for waiting time if you meet your chauffeur within the first 15 minutes. Once 16 minutes have past, waiting time will be charged by the vehicle's hourly rate, rounding up in half-hour increments starting from the scheduled pickup time.

**NO SHOW POLICY: Airport:** If you fail to show up at the scheduled pickup time and/or location for the arriving flight information you provided to us and there has not been any contact with Élan Limousine Service, LLC after 30 minutes for domestic flights or 45 minutes for international flights you will be considered a "No Show" and billed the full fee including the base rate, chauffeur gratuity and any accumulated expenses. If you can't locate your vehicle, DO NOT LEAVE! Call our office and we will locate your chauffeur and assist you in locating your reserved car.

**Non-airport:** If you fail to show up at the scheduled pickup time and/or location, you will be billed a full charge for the quoted price including base rate, chauffeur gratuity and any accumulated expenses. If you can't locate your vehicle, DO NOT LEAVE! Call our office and we will locate your chauffeur and assist you in locating your reserved

car.

**GUARANTEE:** Our service is backed by a satisfaction guarantee. Should you be dissatisfied, please call us. We will do our best to resolve any issues to your satisfaction.

**DAMAGE:** (You) The Client that is under legal contract with Élan Limousine Services, LLC will be held liable for any damage that occurs to our vehicle. These fees can range from a refundable deposit of \$250.00 on hourly events such as “Proms, Nights on the town, Weddings, Concerts, Bachelor and Bachelorette, Wine and Beer Tours and any additional special event. The deposit is refundable if your chauffeur deems at the end of the reservation that nothing has been damaged or broken. However, in the event of any damage or destruction to any of our vehicles while under legal contract you could be responsible for fees up to \$1,000.00. Addition to any court cost that may incur if for any reason this were deemed necessary to take to court. The \$250.00 deposit would then be applied towards any damage or additional fees that would be required to satisfy any misuse or abuse to our vehicles, equipment or any accessory items that belong to Élan Limousine Services, LLC. **\*\*Élan Limousine Service, LLC is a NON-SMOKING company. We DO NOT ALLOW SMOKING in any of our Elite Fleet of Vehicles.\*\***

**LIABILITY:** Élan Limousine Service, LLC is not responsible for passenger expenses in the event of a mechanical failure. Élan Limousine Service, LLC is not responsible for items left in our vehicles. We ask you to please check the vehicle before you leave the vehicle. If something is found, it is entered into our Lost & Found box in our secure office until it is claimed. We at Élan Limousine Service, LLC nor our Chauffeurs or any affiliates to our company will assume any responsibility whatsoever for the handling or maintenance of any baggage, parcels or other property.

**Seat Belts:** Élan Limousine Service, LLC will respect and adhere to the current “Indiana Seat Belt Law.” All client’s transported by Élan Limousine Service, LLC will be required if a seat belt is present to “buckle up” for safety. If a client has infants in car seats it will be the client’s responsibility to ensure the car seat is securely fasten in the vehicle. If any client’s fail to use the safety precautions addressed herein or do not secure or have infants in required and approved car seat. The client(s) will not hold Élan Limousine Service, LLC nor any of the companies’ employees or chauffeurs or office staff or owners responsible for any fines or injury caused by the client and or client’s failure to comply with the law.

**\*\*In the event that Élan Limousine Service, LLC receives a fine for the client or client’s lack of complying with the seat belt law. The cost of the fine will be billed to the party or parties responsible for the fine.\*\***

**Tolls and Parking Charges:** The rates and minimums from Élan Limousine Service, LLC do not reflect charges that may occur from any tolls, parking, airport fees, or any additional fees that may be necessary during the duration of a contractual agreement between Élan Limousine Service, LLC and the client.

**PRIVACY POLICY:** Élan Limousine Service, LLC respects individual privacy and is committed to protecting and insuring that your personal information is handled in a safe and responsible manner. The following describes the type of information we collect when you visit our site and how we use that information.

**WHAT INFORMATION DO WE COLLECT:** In order to use certain services we provide on our site, you will need to register with us by creating a profile. When you register, we will gather such information as you name, phone numbers, mailing, and email address. If you make a reservation, we will also ask you for your credit card information to process payment. This information will not be used for any other purpose than processing and/or referencing your reservation and will not be shared with anyone outside of Élan Limousine Service, LLC.

**WHAT WE DO WITH INFORMATION WE COLLECT:** Personal data is collected to facilitate the online booking process as well as to ensure efficient processes each time a customer logs on. Information such as name, addresses, phone numbers, email address, and credit card data are stored so that you will not have to re-enter the data again. We do not sell, rent, or disclose any of your personal identifying information to third parties.

**SECURITY OF YOUR PERSONAL INFORMATION:** Élan Limousine Service, LLC secures your personal information from unauthorized access, use, or disclosure. Your information is secured on computer servers in a controlled, secured environment, protected from any unauthorized access or use. When personal information (such as a credit card number) is transmitted, it is protected through the use of encryption, such as a Secure Socket Layer (SSL) protocol.

**CHANGES TO THIS POLICY:** Élan Limousine Service, LLC is always improving and updating our website. As a result, our policies will continue to evolve. As we implement new technology and provide new services, we will update our Privacy Policy. We encourage you to refer to this page on an ongoing basis for our most current policy and practices.

**We Reserve The Right:** Élan Limousine Service, LLC reserves the right to cancel any service without refund, if the chauffeur or the office manager feels that the contracted client or party of the client is putting the chauffeur or the vehicle or any other members of the party of the contracted client in danger. Or if the contracted client or member of said client's party is in the possession of any illegal material or substance, this service will be canceled without refund.

**Uncontrollable Conditions:** Road, Traffic, and weather conditions are beyond the control of the company. No refunds shall be given as a result of late arrivals due to such conditions or other occurrences out of the control of the company. Élan Limousine Service, LLC reserves the final say in if the weather will compromise the safety and will cancel accordingly.

**CONTACT INFORMATION:** Élan Limousine Service, LLC welcomes your comments regarding this Statement of Privacy. If you feel that we are not abiding by this policy, contact us immediately via telephone at (317) 918-1660 or via email at [info@elanlimousines.com](mailto:info@elanlimousines.com)